

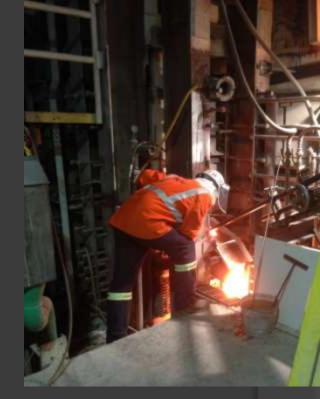
TECHNICIAN MEETING



TCG Comments 8/25/15

TCG Topics

- Company Overview
 - Customer Feedback
 - Safety
 - Incidents
 - Sales Trends





Highly Satisfied (10)Satisfied (7)	Very Disappointed (1)
1. Sales and Pre-Engineering a. Salesman or agent courteous and knowledgeable? b. Customer service personnel courteous and knowledgeable? c. Quotation professional and complete? d. Technical information prompt and complete?	<u>-</u>
2. Technical a. Adherence to temperature schedule? b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Ovorall equipment performance? 7. Company of the compa	
3. Crew Performance a. On time and ready when you were? b. Attention to job details? c. Did crew edequately communicate with you and your personnol? d. Personal appearance? e. Housekeeping?	If no, please explain:
4. Overall, did we fully meet your requirement and the expectations you had of us? メシ	
Name: <u>'Kotyert Stursmen'</u> Title: <u>Pau</u>	JT Thorpe & Son - 1060 Hensley Street Richmond, CA 94801 - ATTN; Mr. Robert Stutsman
Date: <u>VI9/2015</u>	Tel: (859) 276-1570 Fax: (859) 276-1583

Please rate us on a scale of 1 to 10 and mail the form in the enclosed self-addressed, stamped envelope or fax to our Lexington, Kentucky office (859-276-1583);

Dryout of Biomass Combustor @Hawaii Biofuel. (1577811)

Please rate us on a scale of 1 to 10 and mail the form our Lexington, Kentucky office (859-276-1583):	in the enclosed self-addressed, stamped envelope or fax to
Re: Heatup & cullet fill of #51 Furnace @ Sapulpa, G	######################################
1. Sales and Pre-Engineoring a. Salesman or agent courteous and knowledgeable? b. Customer service personnel courteous and knowledgeable? c. Quotation professional and complete? d. Technical information prompt and complete?	5. How can we perform this service better?
2. Technical a. Adherence to temperature schedule? b. Temperature uniformity? c. Thoroughness of healup/dryout? d. Overall equipment performance? e. Checker healing? f. Expansion control supervision (ECS)? g. Cullet fill? h. Furnace drain?	What could Hotwork do to provide additional related services for you?
3. Crew Performance a. On time and ready when you were? b. Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping?	7. Will Hotwork be your preferred supplier for your next project? Yes No If no, please explain:
4. Overall, did we fully most your requirements and the expectations you had of us? _/o	8. Comments:
Name: Douglegel / San Enton	Ardagh Glass Inc. PO Box 5600 Muncle, IN 47307-5600

Attn: Mr. Jon Eaton

Tel: (859) 276-1570 Fax: (859) 276-1583

Sales and Pre-Engineering a. Salesman or agent courteous and knowledgeable? b. Customer service personnel courteous and knowledgeable? c. Quotation professional and complete? d. Technical information prompt and completo?	5. How can we perform this service better?
Technical a. Adherence to temperature schedule? b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance?	What could Hotwork do to provide additional related services for you?
3. Crew Performance a On time and ready when you were? b Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping?	7. Will Hotwork be your preferred supplier for your next project? Yes No If no. please explain:
4. Overall, did we fully meet your requirements and the expectations you had of us?	8. Comments:
Name: Jimmy 1- VincenT Title: TC-M	Nysotar Clarkeville 3246 State Rte 176 Suite 10 Drakesboro, KY 42337 ATTN: Mr. Jimmy Vincent

Date: 1-2-14

Please rate us on a scale of 1 to 10 and mail the form in the enclosed self-addressed, stamped envelope or fax to our Lexington, Kentucky office (859-276-1683):

Tel: (859) 276-1570 Fax: (859) 276-1583

Pleaso rate us on a scale of 1 to 10 and mail the form in the enclosed self-addressed, stamped envelope or fax to our Lexington, Kentucky office (859-276-1583):		
Re: Dryout of Coaler. (1676500)		
Highly Satisfied (10)Satisfied (/)	Disappointed (4)Very Disappointed (1)	
Sales and Pre-Engineering Salesman or agent courteous and knowledgeable? Customer service personnel courteous and knowledgeable? C. Quotation professional and complete? d. Technical information prompt and complete?	5. How can we perform this service better?	
2. Technical a. Adherence to temperature schedule? b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment porformance?	6. What could Hotwork do to provide additional related services for you? New equipment hoses/ Connections, etc takes longer for set-up than USUA!	
3. Crew Performance a. On time and ready when you were? b. Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping?	7. Will Hotwork be your preferred supplier for your next project? Yes No If no, please explain:	
4. Overall, clid we fully meet your requirements and the expectations you had of us?	8. Comments: Another good project that was on-time and effective.	

Texas Lehigh Cement Company 701 Cement Plant Road Buda, TX 78610 ATTN: Mr. Randy McKee

Tel: (859) 276-1870 Fax: (859) 276-1583

Name: Randy McKee Title: Production Manager

Date: 5 - 15 - 15

Safety Statistics

Data	2014	2013	2012	2011	2010	2009	2008	2007
OSHA Recordable Rate	0	2.13	1.98	0	0	3.49	4.39	1.1
Number of Fatalities	0	0	0	0	0	0	0	0
Number of Medical Treatments	0	2	2	0	0	1	3	1
Experience Modification Rate	0.85	0.80	0.80	0.99	1.01	0.77	0.79	0.84
Lost Workday Cases	0	1	1	0	0	2	1	0
Restricted Workday Cases	0	1	0	0	0	0	0	0
Total Company Manhours	179248	188068	201518	174137	168049	172005	182199	177870
OSHA Willful Violations	0	0	0	0	0	0	0	0

Safety/Quality Incidents

- O-I Penrith Aborted Glass Drain
- Recordable Injury Broken Wrist
- O-I Oakland Glass Eruption When Drilling
- OCF Amarillo Glass Eruption When Drilling
- Hason/JTT Didn't Follow Specified Curve
- Float Furnace 18 SR Cones

These are Learning Opportunities!

O-I Penrith

- Incident Report on Web
- Lost Control of Drain
- Fought, Froze Off, Restart
- Shutdown and Mine Glass
- No Injuries!
- Insurance Claim



Please rate us on a scale of 1 to 10 and mail the form in the enclosed self-addressed, stamped envelope or fax to our Lexington, Kentucky office (859-276-1583):

Re; Heatup with expansion control supervision (ECS) of Furnace No. 2 (1675600)

1. Sales and Pre-Engineering a. Salesman or agent courteous and knowledgeable? b. Customer service personnel courteous and knowledgeable? c. Quotation professional and complete? d. Technical information prompt and complete?	5. How can we porform this service better?
a. Adherence to temperature schedule? a. Adherence to temperature schedule? b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance? e. Checker heating? f. Expansion control supervision (ECS)? g. Cullet fill? h. Furnace drain? i. Sulfate burnout?	What could Hotwork do to provide additional related services for you?
3. Crow Performance a. On time and ready when you were? b. Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping?	7. Will Hotwork be your preferred supplier for your next project? Yes X No No If no. please explain:
4. Overall, did we fully meet your requirements and the expectations you had of us?	8. Comments:
Name Steve Hitchins Title: Program Manager Date: 17 June 15	G.E. Lighting Nela Park 1975 Nobie Road Cleveland, OH 44112 ATTN: Mr. Steve Hutchins Tel: (859) 276-1570 Fax: (859) 276-1593

Re: Thermal dryout/heatup of the R-39 POX Unit. (1651500B) Highly Satisfied (10)..................Satisfied (7)......................Disappointed (1)................Very Disappointed (1) 5. How can we perform this service better? 1. Sales and Pre-Engineering Salesman or agent courteous and _{10 knowledgeable? b. Customer service personnal courteous and knowledgeable? c. Quotation professional and complete? d. Technical Information prompt and complete? 6. What could Hotwork do to provide additional 2. Technical a. Adherence to temperature schedule? 10 rejeted services for you? 10 12 10 b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance? 7. Will Hotwork be your preferred supplier for 3. Crew Performance 13 your next project? Yes - No____ a. On time and ready when you were? b. Attention to job details? If no, please explain: c. Did crew adequately communicate 10 18 with you and your personnel? d. Personal appearance? Housekeeping? PHESO GLYS Lille ALWAYS DO A GREAT JOBS 4. Overall, did we fully meet your requirements. and the expectations you had of us? 10 Name: BUE CORREON
Title: OxUK PROF COORDINATOR

Oxea Corporation PO Box 1141 Bay City, TX 77404-1141 ATTN: Mr. Blue Carreon

> Tel: (859) 276-1570 Fax: (869) 276-1583

Please rate us on a scale of 1 to 10 and mail the form in the enclosed self-addressed, stamped envelope or fax

to our Lexington, Kentucky office (859-276-1583):

Broken Wrist – Recordable Injury

- During Setup in Refinery
- Blower Just Above Step Up
- Stumbled/Tripped
- Extended Arms to Break Fall
- Broken Wrist
- Surgery and Rehab



Re: Heat curing of Roaster. (1623901)	
Highly Satisfied (10)Satisfied (7)	Disappointed (4)Very Disappointed (1)
1. Sales and Pre-Engineering 2. Salesman or agent courteous and knowledgeable? 2. Customer service personnel courteous and knowledgeable? 3. Cuptation professional and complete? 4. Technical information prompt and complete?	5. How can we perform this service better? Service & uses professional and complian. No suggestions
2. Technical a. Adherence to temperature schedule? b. Tomperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance? b) Tomorum uniformity are are feelf clue to the control of the control	6. What could Hotwork do to provide additional related services for you?
3. Crew Performanco a. On time and ready when you were? b. Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping? be	7. Will Hotwork be your preferred supplior for your next project? YesNo
4. Overall, did we fully most your requirements and the expectations you had of us? <u>yes</u>	8. Commente: Thank you for your service.
Name: B: Nichili Title: Prijer Enginer Date: Mistaly	Nyrstar Clarksville PO Box 1104 Clarksville, TN 37041 ATTN: Mr. Brandon Nichols Tel: (859) 276-1670 Fax: (859) 278-1683

Please rate us on a scale of 1 to 10 and mail the form in the englosed self-addressed, stamped envelope or tax

to our Lexington, Kentucky office (859-276-1583):

to our Lexington, Kentucky office (859-276-1583): Re: Dryout of the SRU 543 , D 204 Thermal Reactor at Valero (1649200) Nothing . 5. How can we perform this service better? 1. Sales and Pre-Engineering a. Salesman or agent courteous and 10 knowledgeable? b. Customer service personnel courteous and knowledgeable? Quotation professional and complete? d. Technical information prompt and complete? 6. What could Hotwork do to provide additional 2. Technical a. Adherence to temperature schedule? 10_ related services for you? b. Temperature uniformity? 10 c. Thoroughness of neatup/dryout? 10 d. Overali oquipment performance? *⊒⊉*_ 7. Will Hotwork be your preferred supplier for 3. Crew Performance your next project? Yes ____ No ____ a. On time and ready when you were? 10_ b. Altention to job details? 40 If no, please explain: c. Did crew adequately communicate with you and your personnel? to . d. Personal appearance? 10 Housekeeping? 10 B. Comments: leftparks Field Employers
Pellianed the work Professionally and
accordingly. The Management Provided we
with Avoks; Technical Takromoken 4. Overall, did we fully meet your requirements and the expectations you had of us? 10 Guickly. Name: Tordan Allen
Title: Project Manager JT Thorpe Company 6001 Highland Avenue Beeumont, TX 77705

ATTN: Mr. Jordan Allen

Tel: (859) 276-1570 Fax: (859) 278-1583

Please rate usion a scale of 1 to 10 and mail the form in the enclosed self-addressed, stamped envelope or fax

O-I Oakland Glass Eruption

- Drilling Flint at Doghouse
- Glass Erupts
- Video on Web
- Root Cause Uncertain
- No Injuries!
- Similar Incident 2005
 - Zanesville
- Defensive Corrective Actions
 - Same as Zanesville



Technician Note 12/16/14

"With less than perfect root cause identified," our corrective actions have to be completely defensive. We need to insure that openings such as the charge hole are secured better than with just kaowool. Whatever we use to cover the hole has to be able to withstand a wave of glass erupting from the drill site. This could be brick and/or board backed by metal. Especially when drilling into thin glass, we should probably slow down the drilling rate if, for some reason, it wants to go like butter. More cooling effect can only help."

OCF Amarillo Glass Eruption

- Drilling at Doghouse
- Glass Erupts
- Fiberboard Blown Out
- Glass Thrown 20'
- No Injuries!
- Report on Web



Please rate us on a scale of 1 to 10 and mail the form in the enclosed self-addressed, stamped envelope or fax to our Lexington, Kentucky office (859-276-1583):

Re: Dryout of Melter @SAPA in Spanish Fork, UT. (1655900)

Highly Satisfied (10)Satisfied (7)	
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1. Sales and Pro-Engineering a. Salesman or agent courteous and knowledgeable? b. Customer service personnel courteous and knowledgeable? c. Quotation professional and complete? d. Technical Information prompt and complete?	5. How can we perform this service better? Service want very well.
2. Technical a. Adherence to temperature schedule? b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance?	6. What could Hotwork do to provide additional related services for you? Just Keef unswering the Phone When we cell. U
3. Crew Performance a. On time and ready when you were? b. Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping?	7. Will Hotwork be your preferred supplier for your next project? Yes No If no, please explain:
Overall, did we fully meet your requirements and the expectations you had of us? 10	8. Comments: The only negative that I have noticed is the difference in Price From some competitor.
Name: Dong Johnsh Title: Sales Engineer Date: 1-16-2015	Guy Nielson Co. PO Box 2029 Pocatello. ID 83206 ATTN: Mr. Keaton Campbell

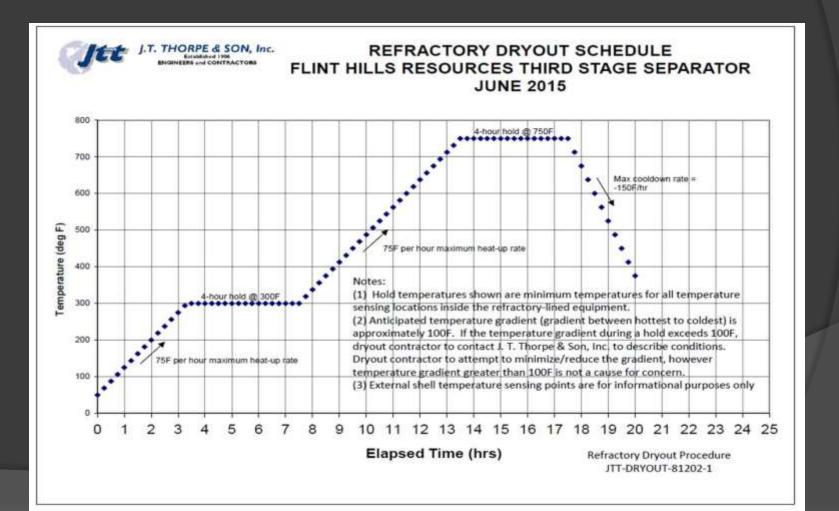
Tel: (859) 276-1570 Fax: (869) 276-1583

Please rate us on a scale of 1 to 10 and mail the form to our Lexington, Kentucky offloe (869-276-1583):	n the enclosed self-addressed, stamped envelopo or fax
Re: Dryout of rotary furnace. (1673700)	
Highly Satisfied (10)Satisfied (7)	Disappointed (4)Very Disappointed (1)
1. Sales and Pre-Engineering a. Salesman or agent courteous and knowledgeable? b. Customer service personnal courteous and knowledgeable? c. Quotation professional and complete? d. Tachnical information prompt and complete?	B. How can we perform this service better? ITM THE HELP WITH MITTING. SET UP OF BRICKING UP HOLES ARENO BURNING, ETC.
2. Technical a. Adherence to temperature schedule? b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance? 10-4	What could Hotwork do to provide additional related services for you?
3. Crew Performance a. On time and ready when you were? b. Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping? 70	7. Will Hotwork be your preferred supplier for your next project? Yes <u>X</u> No
4. Overall, did we fully most your requirements and the expectations you had of us? /b	8. Comments:
Name: BDY Sate TING: MANITAMENTO & FACILITIES MAR.	PTC Seamless 500 Frank Yost Lane Hopkinsvillo, KY 42240 ATTAN Mr. Bill Carlo

Tel: (859) 276-1570 Fax: (859) 276-1583

Hason – JT Thorpe Dryout

- Ultimate Customer is Flint Hills
- Dryout Curve Negotiated By Dan Devera



Client Notifies Hotwork

Tom Graham

From: Irish Cobane

Sent: Thursday, July 16, 2015 12:41 PM

To: Larry Drake; Gary Moore

Cc: Tom Graham; Dan Devera; Daniel Pompei (daniel.pompei@hotwork.com); Donna Esson

Subject: OE 1679702 - JT Thorpe & Sons @ Hason, Warsaw, KY

Attachments: 20150716115819697.pdf

The subject project completed on July 1 but the dryout has since been rejected by JT Thorpe & Sons and the vessel will likely need to be re–fired (not yet confirmed). We apparently did not adhere to the dryout instructions re the hold periods (see note 1 on attached dryout curve and which was in the crew folder) and which were to be controlled from the <u>lowest</u> temperature reading and not the highest. Reviewing the logs, the hold at 300F was fine but the last hold at 750F we had temperatures as low as 683F when we went into the hold. The temperatures on 8TC's at end of the 4 hr hold at 750F were:

745F

756F 699F

6991

732F 717F

711F

711F

6066

2 shell temperature TC's maxed out at 162F on one and 190F on the other.

Dwayne Jordan and J. Mounts were on the job. Per DD discussion with Dwayne, he missed the notes on the dryout graph. Dwayne was on days and J. Mounts on nights. The hold started and finished on night shift. At shift change Dwayne had no discussion with J. Mounts re the hold or what temperature location was to be used for the hold.

Obviously there needs to be discussion with this crew re the need to follow the written instructions.

Irish.

Everybody Notified That HW Failed

De: Drew Sherk [mailto:asherk@ceccenviro.com]

Envoyé: 17 juillet 2015 11:38

A: Patrick Marquis

Cc : Dang Nguyen; Juan Guevara; wmilleri@ad.com; rkise@ceopenviro.com

Objet: 784 RE: TSS upper head dryout chart

Patrick,

We are disappointed that they did not follow their own procedure. It clearly states in note 1 that the 750 Fhold temperatures was a minimum for all sensor locations.

"Notes:

(1) Hold temperatures shown are minimum temperatures for all temperature sensing locations inside the refractory-lined equipment."

We will accept the dryout, and I have signed the NCR.

Hope we get better results on the vessel.

Sincerely,

Drew Sherk Project Manager

SEMTROL-BUCLL

Phone: +1.717.274.7212 Fax: +1.717.274.7342 Cell: +1.717.798.4078

E-mail: Asherk@ceccenviro.com 102 Fairview Circle, Suite B

1 - b - - - - DA 47043

Please rate us on a scale of 1 to 10 and mall the form in the enclosed self-addressed, stamped envelope or to our Lexington, Kentucky office (859-276-1583):		
Rə:	Dryout of Hertwich furnace . (1660900)	
Highly	y Satisfied (10)Satisfied (7)Disappointed (4)Very Disappointed (1)	

Sales and Pre-Engineering Salesman or agent courteous and knowledgeable? Customer service personnel courteous and knowledgeable? Quotation professional and complete? Technical information prompt and complete?	
Technical a. Adherence to temperature sched b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance?	10
3. Crew Performance a. On time and ready when you we b. Attention to job details? c. Did crew adequately communica with you and your personnel? d. Personal appearance? e. Housekeeping?	<u>10</u>
Overall, did we fully meet your rec and the expectations you had of a	
Name:	Alcoa Wheel 842 Norton Avenue Barberton, OH 44203 ATTN: Mr. Cliff Shotton

Tel: (859) 276-1570 Fax: (859) 276-1583

	Sales and Pre-Engineering a. Salesman or agent courteous and knowledgeable? b. Customer service personnel courteous and knowledgeable? c. Quotation professional and	5. How can we perform this service better?
	complete? d. Technical information prompt and complete?	
2.	Technical a. Adherence to temperature schedule? b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance? e. Checker heafling? f. Expansion control supervision (ECS)? g. Cullet fill? h. Furnaco drain? i. Suifate burnout?	What could Hotwork do to provide additional related services for you?
3.	Crew Performance a. On time and ready when you were? b. Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping?	7. Will Hotwork be your preferred supplier for your next project? Yes No No If no, please explain:
1.	Overall, did we fully meet your requirements and the expectations you had of us?	8. Comments: Another oustanding ijeb.

Tcl: (859) 276-1570 Fax: (859) 276-1583

18SR Cones for Float

- Nickel is Poison to Window Glass
- Clients Specify Low Nickel Cones
- We Use Double Wall to Raise Allowable

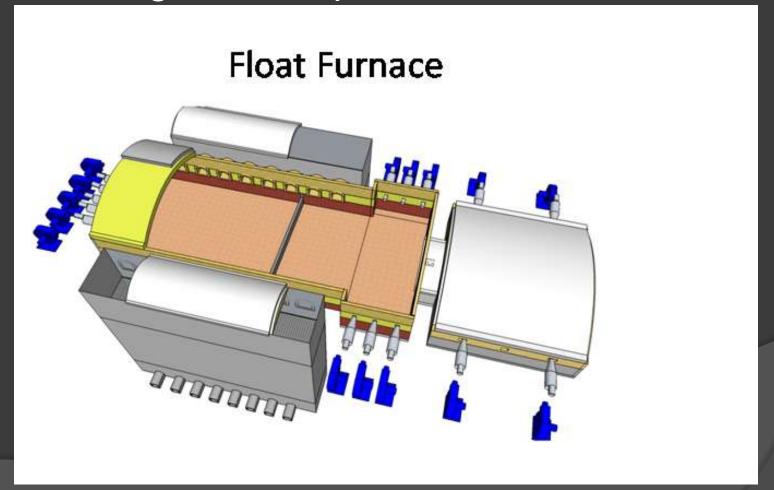
Temperature

Grade	Fe	Cr	Ni	Design Temp Limit
Inconel	14	16	70	7
inconei	14	10	70	·
330	48	18	34	2100
304	74	18	8	1700
331	, ,		J	2,00
18SR	82	17	0.25	1600



45 Cones Help Circulation

During Silica Expansion



Switch to 330 Straight

- W.E. After Silica Expansion
- Before Temps that Kill 18SR
- Get 45 out of Furnace
- With Client Agreement
- Job Folder Example

ADDRESS 342 Mooresville Blvd Blvd Blvd AGENT/SALESMAN House CONTACT John Blocher - c: 704-746-5277 INDUSTRY Glass DE No. 16174/02B	JOB SITE / END USER	Cardinal FG	DATE	March 18, 2015		
CONTACT John Blocher - c: 704-496-5277 Jim Stevens - c: 704-496-1178 UNIT Float Glass Furnace H/U w/ECS & Cullet Fill Crown Rise Monitoring Same CONTACT JOB SITE CONTACT PHONE HOTEL INFO Sieep Inn & Suites 132 Meadow Hil Ci Mooresville, NC 28117 704-799-7070 LENGTH (total days SETUP thrs) SPECIAL EQUIPMENT OUTSIDE ##TECHNICIANS SKILL LEVELS COMMENTS: Mist change out working end 45° burner nozzles to straight nozzles @ 1600°F - 1 EXCEPTIONS: INDUSTRY Glass DE No. 1617/102B P.O. No. 1617/102B P.O. No. 291223 OP INSURANCE REQUEST FUEL CONTRACTOR N/A ADDRESS CONTACT PHONE FUEL CONTRACTOR N/A SITE TIME (PSD): 3/2 PROVIDED BY: J Stevens SITE DATE 3/22/2015 704-799-7070 TIME 0700 his Site specific training upon arrive Equipment to arrive ground 8 a ECS x 2; headup x 2 COMMENTS: Mist change out working end 45° burner nozzles to straight nozzles @ 1600°F - 1 EXCEPTIONS: Other Requirements MISHA Part 46 Training Basic Plus / Bay Area X Site Specific		the state of the s	BY			
CONTACT John Blocher - c: 704-496-5277 Jim Stevens - c: 704-490-1178 UNIT TYPE OF SERVICE H/U WECS & Cullet Fill Crown Rise Monitoring Same CONTACT JOB SITE CONTACT PHONE HOTEL INFO Sieep Inn & Suites 132 Meadow Hill Cl Mooresville, NC 28117 704-799-7070 LENGTH (total days SETUP this) SPECIAL EQUIPMENT OUTSIDE ####################################	CITY/STATE	Mooresville, NC 28115	AGENT/SALESMAN	House		
JIM Stevens - c: 704-490-1178 UNIT Float Glass Furnace TYPE OF SERVICE H/U WECS & Cullet Fill Crown Rise Monitoring Same CONTACT JOB SITE CONTACT PHONE HOTEL INFO Sizep Inn & Suites 132 Meadow Hil Cl Mooresville, NC 28117 704-799-7070 LENGTH (total days SETUP this) SPECIAL EQUIPMENT OUTSIDE #TECHNICIANS SKILL LEVELS COMMENTS: Mist change out working end 45° burner nozzles to straight nozzles @ 1800°F - 1 EXCEPTIONS: MIST CONTACT PHONE P.O. No. 191223 OP INSURANCE REQUEST FUEL CONTRACTOR N/A ADDRESS CONTACT PHONE FUEL CONTRACTOR N/A STEP CONTACT PHONE FUEL CONTRACTOR N/A SITE TIME (PSD): 3/2 PROVIDED BY: J Stevens SITE DATE 3/22/2015 TIME 0700 hrs Site specific training upon arrive Equipment to arrive around 8 a ECS x 2; headup x 2 COMMENTS: Mist change out working end 45° burner nozzles to straight nozzles @ 1800°F - 1 EXCEPTIONS: Other Requirements MISHA Part 46 Training Basic Plus / Bay Area X Site Specific	CONTACT	John Blocher - c: 704-746-5277	-			
TYPE OF SERVICE Crown Rise Monitoring FUEL CONTRACTOR N/A						
CONTRACT WITH CONTACT Same Address JOB SITE CONTACT As above CONTACT PHONE HOTEL INFO Steep Inn & Suites PROVIDED BY: J Stevens Mooresville, NC 28117 TIME OTCO Ins Site specific training upon arrive around 8 a SETUP this) 2 days wiz burner leads SETUP this) 3 days wiz burner leads SKILL LEVELS ECS x 2; healup x 2 COMMENTS: MSHA Part 46 Training Current Drug Test Basic Plus / B	UNIT	Float Glass Furnace	P.O. No.	291223 OP		
CONTACT As above PHONE CONTACT PHONE As above PHONE CONTACT PHONE Site plin & Suites SITE TIME (PSD): Site provided BY: J Stevens SITE DATE CONTACT CONTACT CON	TYPE OF SERVICE	H/U w/ECS & Cullet Fill	INSURANCE REQUEST			
CONTACT JOB SITE CONTACT PHONE As above CONTACT PHONE HOTEL INFO Sizep Inn & Suites 132 Meadow Hill Cl Mooresville, NC 28117 704-799-7070 LENGTH (total days SETUP (hrs) 22 days (2 s/u, 17 h/u, 3 cullet) SPECIAL EQUIPMENT OUTSIDE WEECH Size Size Specific training upon arrive around 8 a SKILL LEVELS COMMENTS: Must change out working end 45° burner nozzles to straight nozzles @ 1800°F - 1 EXCEPTIONS: Mist A Part 46 Training Basic Plus / Bay Area Mist Size Specific Current Drug Test Size Specific		Crown Rise Monitoring	FUEL CONTRACTOR	N/A		
JOB SITE CONTACT PHONE HOTEL INFO Sieep Inn & Suites 132 Meadow Hill Cl Mooresville, NC 28117 704-799-7070 LENGTH (total days SETUP (hrs) 2 days w2 burner techs 1 day before lightoff w/ECS techs for furnace inspection No ################################	CONTRACT WITH	Same	20			
HOTEL INFO Seep Inn & Suites 132 Meadow Hill Cf Mooresville, NC 28117 704-799-7070 TIME 1704-799-7070 LENGTH (total days SETUP thrs) SETUP thrs) SPECIAL EQUIPMENT OUTSIDE ##TECHNICIANS SKILL LEVELS COMMENTS: Must change out working end 45° burner nozzles to straight nozzles @ 1800°F - 1 EXCEPTIONS! MISSING PROVIDED BY: SITE TIME (PSD): 3/2 SITE TIME (PSD): 3/2 STUP (PSD): SITE DATE 3/22/2015 TIME O700 his Site specific training upon arrive Equipment to arrive around 8 a SITE TIME (PSD): 3/2 SITE TIME (PSD): SITE TIME	CONTACT	t and the terminal of the term	ADDRESS			
HOTEL INFO Sieep Inn & Suites 132 Meadow Hill Cl Mooresville, NC 28117 704-799-7070 LENGTH (total days SETUP this) SPECIAL EQUIPMENT OUTSIDE ##TECHNICIANS SKILL LEVELS COMMENTS: Mist change out working end 45° burner nozzles to straight nozzles @ 1800°F - 1 EXCEPTIONS: MIST TIME (PSD): 3/2 3/2 SITE TIME (PSD): 3/2 J Stevens 3/2 3/2 TIME O700 hrs Site specific training upon arrive Equipment to arrive around 8 a SETUP this) 1 day before lightoff wECS techs for fumace inspection No ##TECHNICIANS SKILL LEVELS COMMENTS: Must change out working end 45° burner nozzles to straight nozzles @ 1800°F - 1 EXCEPTIONS: Other Requirements MISHA Part 46 Training Basic Plus / Bay Area X Site Specific	JOB SITE CONTACT	As above	CONTACT			
132 Meadow Hill Cf PROVIDED BY: J Stevens J Stev	PHONE		PHONE	F		
Mooresville, NC 28117 704-789-7070 TIME 3/22/2015 704-789-7070 TIME Site specific training upon arrive arri	HOTEL INFO	Sleep Inn & Suites	SITE TIME (PSD):	3/22/201		
TIME 0700 his 704-799-7070 TIME 0700 his Site specific training upon arrive around 8 a 22 days (2 s/u, 17 h/u, 3 cullet) Equipment to arrive around 8 a 24 days w/2 burner techs 2 days w/2 burner techs 1 day before lightoff w/ECS techs for fumace inspection No WITECHNICIANS SKILL LEVELS ECS x 2; healup x 2 COMMENTS: Must change out working end 45° burner nozzles to straight nozzles @ 1800°F -1 EXCEPTIONS: Other Requirements MSHA Part 46 Training Current Drug Test Basic Plus / Bay Area Site Specific		132 Meadow Hill Cl	PROVIDED BY:	J Stevens		
Site specific training upon arrive serup this) SPECIAL EQUIPMENT OUTSIDE #TECHNICIANS SKILL LEVELS COMMENTS: Must change out working end 45° burner nozzles to straight nozzles @ 1600°F - 1 EXCEPTIONS: Misha Part 46 Training Basic Plus / Bay Area Misha Part 46 Training Basic Plus / Bay Area Site specific training upon arrive Equipment to arrive around 8 a Equipment to arrive around 8 a Equipment to arrive around 8 a 1 day before lightoff wECS techs for fumace inspection No 4 ECS x 2; healup x 2 Comment Diug Test Basic Plus / Bay Area Site Specific		Mooresville, NC 28117	SITE DATE	3/22/2015		
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COMMENTS: Must change out working end 45° burner nozzles to straight nozzles @ 1800°F - I EXCEPTIONS: Other Requirements MSHA Part 46 Training Basic Plus / Bay Area X Site Specific	#TECHNICIANS					
Other Requirements MSHA Part 46 Training Current Drug Test Basic Plus / Bay Area X Site Specific	SKILL LEVELS	ECS x 2; heatup x 2	→ 33			
Other Requirements MSHA Part 46 Training Current Drug Test Basic Plus / Bay Area x Site Specific	COMMENTS:	Must change out working end 45°	burner nozzles to straight noz	zles @ 1800°F - NO		
Basic Plus / Bay Area x Site Specific		EXCEPTIONS!				
Basic Plus / Bay Area x Site Specific		an appearance and a second				
	Other Requirements					
Gas Metering Respirator Fit Test						
		Gas Metering	Respirator Fit Test			
Lead Testing OSHA 10 Hour						

- No Smoking on Site - No Drinks in Aluminum CANS

History

- Visteon Nashville 2006
 - 18SR Cone Deteriorated and Fell In
- Cardinal Mooresvile March 2015
 - "Pulled Back" 18SR Cones –
 Deteriorated
- Fuyao Mt Zion July 2015
 - 18SR Long Cone Collapsed at 2130F
- PGW Meadville August 2015
 - Paul Called to Ask
 - "Do I Really Have to?"



What Do These Have in Common?

- Glass Eruption Thru Charge Holes
- Heat Up Curve Missed
- 18SR Cones Fail at High Temperature



 There was a written instruction that, if followed, would have prevented the problem.



Sales and Pre-Engineering Salesman or agent courteous and knowledgeable? Customer service personnel courteous and knowledgeable? Quotation professional and complete? Technical information prompt and complete?	5. How can we perform this service botter?
2. Technical a. Adherence to temporature echedulo? b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance?	What could Hotwork do to provide additional related services for you?
3. Crew Performance a. On time and ready when you were? b. Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping?	7. Will Hotwork be your proferred supplier for your next project? Yes No If no, please explain:
4. Overall, did we fully meet your requirements and the expectations you had of us?	8. Comments: Areweed on time, but up in a timely manned and completed the dry out with the professionalism are expect from the towards.
Name: Dan Byov Title: Roy of Manager Date: 4/16/15.	R & H Quality Services PO Box 2017 Sulphur, LA 70664-2017 ATTN: Mr. Daniel Pryor Tel: (859) 276-1570 Fax: (859) 276-1583

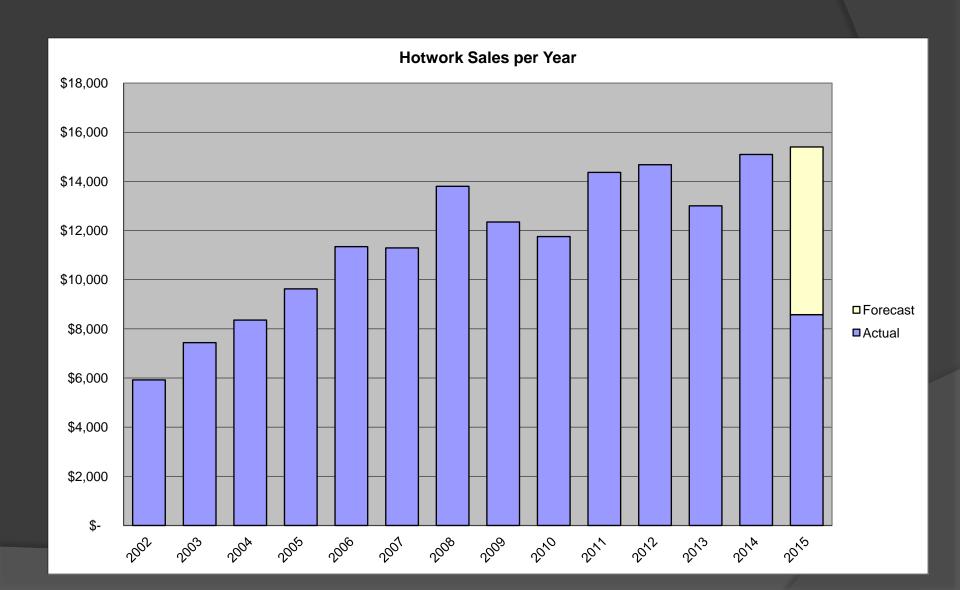
Please rate us on a scale of 1 to 10 and mail the form in the enclosed self-addressed, stamped envelope or fax to our Lexington, Kentucky office (859-276-1583):

Dryout of Coke Calciner @Alcoa, Lake Charles. (1680300)

to our Lexington, Kentucky office (859-276-1583):	in the enclosed self-addressed, stamped envelope or fax
Rey Dryout of Wood Chip Boiler @ Sierra Pacific, A Highly Satisfied (10)Satisfied (7),	Disappointed (4)Very Disappointed (1)
Sales and Pre-Engineering Salesman or agent courteous and knowledgeable? Customer service personnel courteous and knowledgeable? Cudation professional and complete? Technical information prompt and complete?	5. How can we perform this service better?
2. Technical a. Adherence to temporature schedule? b. Temperature uniformity? c. Thoroughness of heatup/dryout? d. Overall equipment performance? 9	6. What could Hotwork do to provide additional related services for you? How (1) electrical facilities, but no in-part on proceeding.
3. Crew Performance a. On time and ready when you were? b. Attention to job details? c. Did crew adequately communicate with you and your personnel? d. Personal appearance? e. Housekeeping?	7. Will Hotwork be your preferred supplier for your next project? Yes _X_ No If no, please explain:
Overall, did we fully meet your requirements and the expectations you had of us? // // // // // // // // // // // // /	B. Comments: Communication was excellent, had the imposition from the seguinning to be in good house. Just good this way ?
Name: Wolfgan, Why thell Title: Project Monages Date: 8/18/2015	Dieffenbacher USA 2000 McFarland 400 Blvd Alpharetta, GA 30004 ATTN: Mr. Wolfgang Jahn-Held

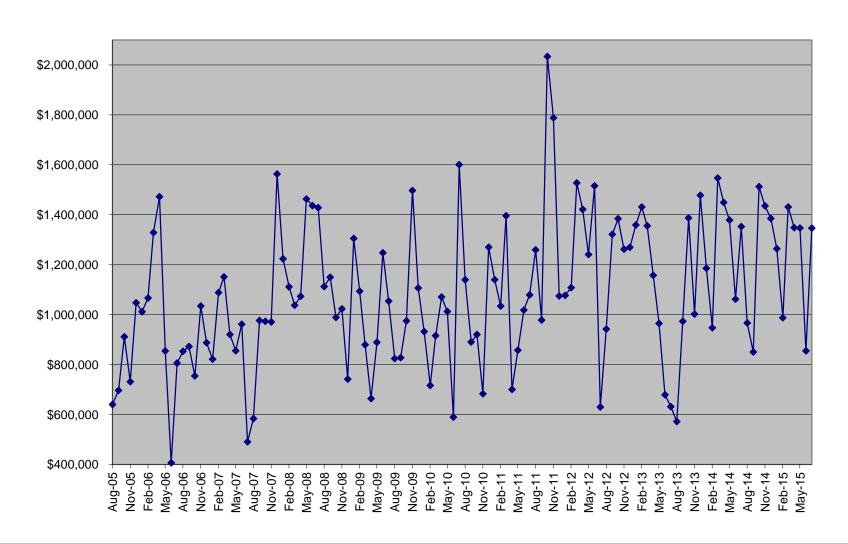
Tel: (859) 276-1570 Fax: (859) 276-1583

Hotwork Sales Trends



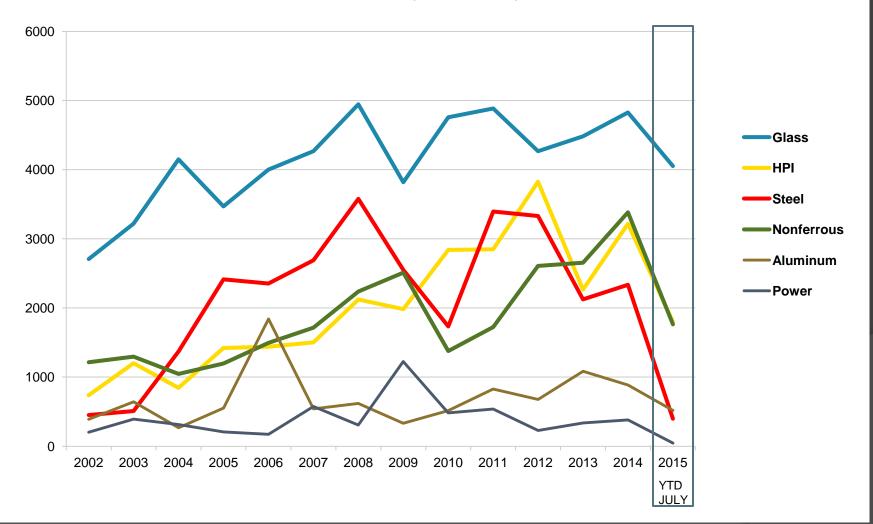
Monthly Sales Trends

Hotwork Sales per Month



Industry Sales Trends





Final Words



- We Are Really Good
- We Can Be Even Better
- To Prevent the Serious Incidents
 - We Must All Learn from the Near Misses
- Sometimes it's the Simple Stuff
- Read the Job Folder
- Take the Paperwork Seriously
- If You're Not Sure, Call

Questions?



Please rate us on a scale of 1 to 10 and mail the form in the enclosed self-addressed, stamped envelope or fax to our Lexington, Kentucky office (659-276-1583):

a. b. c.	ales and Pre-Engineering Salesman or agent courteous and knowledgeable? Customer service personnel courteous and knowledgeable? Quotation professional and complete? Technical information prompt and complete?	10 10	5. How can we perform this service better? Received great suffert he visite for drain really helped. Clarged hart-up technique used slightly of
	echnical Adherence to temperature schedule? Temperature uniformity? Thoroughness of heatup/dryout? Overall equipment performance? Chacker heating? Expansion control supervision (ECS)? Cullet fill?	10 8 00 10 10 10 10 10 10 10 10 10 10 10 10	6. What could Hotwork do to provide additional rolated services for you?
a. b. c.	rew Performance On time and ready when you were? Attention to job details? Did crew adequately communicate with you and your personnel? Personal appearance?	10 10 10 10	7. Will Hotwork be your preferred supplier for your next project? Yes NoNoNoNoNo
	verall, did we fully meet your requirend the expectations you had of us?	nents	8. Comments:
Name	CLIENN ASPHOLIG	1-	Johns Manville PO Box 5108

Name	GUZIUN	1751	noch
Title:	PROJEC	7 M	ANA GLER
70 mm	01-1		

Attn: Mr. Glenn Aspholm